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**Commission de l'énergie  
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**BY E-MAIL**

August 16, 2011

Glen Winn  
Manager, Regulatory Applications & Compliance  
Toronto Hydro-Electric System Limited  
14 Carlton Street  
Toronto ON M5B 1K5

Dear Mr. Winn:

**Re: Toronto Hydro-Electric System Limited  
Application for Licence Amendment – Temporary Exemption from Certain  
Sections of the Distribution System Code and the Retail Settlement Code  
Board File Number EB-2011-0269**

Toronto Hydro-Electric System Limited ("THESL") filed an application with the Ontario Energy Board (the "Board") on July 18, 2011 seeking a temporary exemption from certain customer service provisions of the Board's Distribution System Code and Retail Settlement Code (together, the "Codes").

THESL is seeking its temporary exemption until June 24, 2012 (the "exemption expiry date"), at a time when its new customer information system will be fully operational. THESL requires a new customer information system so that it may automate all of its customer transactions and interactions. THESL's request for a temporary exemption is, however, subject to THESL's further request to provide confirmation of the exemption expiry date by September 23, 2011. THESL emphasizes that it will, in the interim, make best efforts to comply with the subject provisions of the Codes through "manual workarounds".

In light of the foregoing, please note that the Board intends to proceed with the hearing of this application after it receives confirmation from THESL of the date by which THESL

better expects to be fully compliant with the subject provisions of the Codes. THESL shall provide the Board with the confirmed date by September 30, 2011. In the interim, THESL should continue to make best efforts to comply with the subject provisions of the Codes.

Yours truly,

*Original signed by*

Kirsten Walli  
Board Secretary